

FUNCTIONAL REQUIREMENTS MATRIX

Functional Category: Revenue

Vendor Response Codes:

S = Standard Function ("Out-of-the-Box")

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Reference Number	Business Requirements	Vendor Response	Comments	Cost to Modify	Hours to Modify	Upgrade Impact
	Revenue General Requirements					
RV 1.00	System provides the following open interfaces to facilitate the integration of specialized billing systems:					
RV 1.01	Customer Invoices					
RV 1.02	Receipts					
RV 1.03	Customer Maintenance					
RV 2.00	System provides the ability to enter all Chart of Account segments on any type of transaction within the revenue/receivables module.					
RV 3.00	System will calculate and include sales tax on all relevant revenue transactions based on an external file of applicable regional (state, city, or county) taxes provided by the Department of Revenue.					
RV 4.00	System is able to provide a multiple user-defined tax % to be defined by (item) to be used in calculating the customer invoice total. For example, a service is provided that has a liability insurance tax rate of 6% and the cost of the service is \$100. Line items for the service and the tax are itemized for \$100, and \$6 respectively and the invoice total is \$106.					
RV 5.00	System is able to override sales tax on invoices for tax exempt customers for the total invoice or individual line items on the revenue transaction.					
RV 6.00	System will provide the ability to import credit/debit card transaction files from a third party to record internet sales or transactions.					
RV 7.00	System will provide the ability to setup distribution sets that allow users to include as many Chart of Account codes and a related allocation % as needed. Distribution sets are available for use for any transaction.					
	Customer Maintenance					
RV 8.00	System will provide a central file for storing all customer-related information (For example but, not limited to: address, name, etc.).					
RV 9.00	System will provide the ability to create user-defined customer types.					
RV 10.00	System is able to setup 'one-time' customers.					
RV 11.00	System provides the ability to purge inactive customers based upon user-defined parameters.					
RV 12.00	System provides the ability to deactivate and reactivate customers with appropriate security and control.					

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RV 13.00	System provides the ability to record customer information by agency in which users can track organization specific information regarding customer based upon user-defined security rules. Include the following, but not limited to:					
RV 13.01	Provide the ability to track multiple addresses per customer.					
RV 13.02	Provide the ability to track multiple contact names and numbers per customer.					
RV 13.03	Provide at least 20 customized fields per customer.					
RV 14.00	System is able to capture and retain tax ID number associated with receivable customers.					
RV 15.00	System prevents duplicate customer numbers.					
RV 16.00	System provides the ability to record a customer as blocked from future services.					
RV 17.00	System provides the ability to record customers as in dispute with a description field dedicated to the reason and details of the dispute.					
RV 18.00	System maintains an on-line audit trail of changes made to the customer master.					
RV 19.00	System assures customer history is not lost when a customer name changes.					
RV 20.00	System provides the ability to copy a similar customer record when creating a new record.					
RV 21.00	System provides the ability to merge two different customer records and their associated history.					
	Accounts Receivable					
RV 22.00	System provides the ability to purge historical transactions for each department by user-defined criteria into a format that can be later accessed for reporting purposes.					
RV 23.00	System provides access up to 3 years of complete receivables information in detail format online. For open balance transactions, history will be maintained regardless of any timeframe.					
RV 24.00	System provides full integration of Accounts Receivable and Receipts subsystem with the General Ledger. Also, system generates summary receivable transactions in the General Ledger for all original entries, adjustments, penalty and interest assessments, and write-offs.					

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RV 25.00	System is able to generate customer invoices and provides defaults by division.					
RV 25.01	Provide the ability to enter multiple invoice lines per invoice.					
RV 25.02	Each invoice line should minimally track item, description, quantity, unit cost, and extended amount.					
RV 25.03	The item should default unit cost and any applicable tax associated to the service code.					
RV 25.04	Invoice lines and any tax applied are automatically extended and summed into the invoice total.					
RV 26.00	System is able to generate either a positive or negative adjustment which can either be applied or not applied to a specific customer invoice, with proper controls and audit trail.					
RV 27.00	System supports automatic periodic billings to selected customers (e.g., rental of state housing).					
RV 28.00	System allows accounts/invoices to be maintained either on an "open item" or "balance forward" basis as determined by a division.					
RV 29.00	System provides ability for a single invoice item to be distributed to across multiple Chart of Accounts based on a user-defined (e.g., percentage) allocation.					
RV 30.00	System is able to apply a negative (overpayment) balance total existing in an account against a new invoice, or create a refund transaction.					
RV 31.00	System is able to convert negative A/R balances to deferred revenue at user defined periods.					
RV 32.00	System provides ability to record a protested or unidentified payment as an unapplied receivable item (clearing accounts).					
RV 33.00	System provides the ability to establish and maintain loan information including principal, interest, and fluctuating interest rates, and provide an audit trail.					
RV 34.00	Accounts Receivable and Receipts module is integrated with other relevant modules including but not limited to asset management, cost accounting, human resources, accounts payable, general ledger job/project accounting and grant modules.					
	Billing					

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RV 35.00	System will monitor collection dates and generate workflow transactions or notifications based on user-defined date thresholds.					
RV 36.00	System provides billing by agency on behalf of other state agencies or external agencies which consolidates and reconciles billing information from several sources and provides one consolidated bill.					
RV 37.00	System provides option of billing by type of customer.					
RV 38.00	System is able to generate user-defined delinquency notices based upon user-defined aging buckets (for example 30, 60, 90, 120, and greater than 120 days) using the original invoice or transaction date and current system date based on receivable type.					
RV 39.00	System is able to process uncollectable accounts as follows:					
RV 39.01	Generate dunning letter to customer.					
RV 39.02	Forward to legal representatives, or 3rd party collection agencies, and record as bad debt.					
RV 39.03	Record receipt of cash if received and any collection fees associated with the collection at anytime against the original receivable and maintain proper accounting entries to reverse the bad debt and to record the collection fee.					
RV 39.04	Obtain proper approvals (F&A Commissioner) on a transaction to write-off account balance if not collected.					
RV 40.00	System allows for automatically or manually applying late charges (penalties, interest, etc.) based upon user-defined criteria to the unpaid balance on selected accounts receivable. System supports varying penalty amounts and interest by division.					
RV 41.00	System provides the ability to print comments on both an individual and group basis on the billing documents.					
RV 42.00	System automatically calculates interest on an individual account and bill the customer for the interest and principal. A single customer may have multiple receivable accounts.					
RV 43.00	System provides the ability to flag accounts with a user-defined follow-up date for collection related activity.					
RV 44.00	System provides the ability for users to define billing cycles and frequencies.					
RV 45.00	System will allow the user to document customer communication regarding an invoice and associate it with the specific invoice.					

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RV 46.00	System provides the ability to include or exclude disputed billings/customers from aging, finance charges, invoice generation/printing, statistics, and dunning based upon user defined parameters.					
	Receipts					
RV 47.00	System should supply an outbound interface for receipts in order to update several specialized 3rd party billing systems whose functionality cannot be implemented into an ERP billing system.					
RV 48.00	System will support processing receipts including identifying the payment source, payment source phone number, payee, and any element in the Chart of Accounts such as fund, program, etc.					
RV 49.00	System will support bar code or scan line printing on envelopes and remittance stubs to aid in remittance processing.					
RV 50.00	System provides a predefined interface for bar code or scan line information which can capture any and all fields of the coding block applied to financial transactions.					
RV 51.00	System allows remote users to collect funds, enter, and account for receipts.					
RV 52.00	System will process multiple and/or partial invoice payments on the same receipt					
RV 53.00	System will record pre-payments for service and generate balancing amounts (due to/from) when reconciling revenue collected with specific services provided.					
RV 53.01	For example, system is able to properly record deposits for reservation of conference rooms for events.					
RV 54.00	System allows on-line review of all items in a receipt batch before the batch is posted.					
RV 55.00	System allows the correction of a receipt batch at any time before the batch is posted.					
RV 56.00	System provides the ability for user-defined payment methods.					
RV 57.00	Receipt transactions upon entry can record the receipt amount to the correct account. The data elements on a receipt minimally includes the following:					
RV 57.01	Chart of Account code distributions to which each receipts was deposited (I.E. Rev, Exp, Trust)					

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RV 57.02	Date received					
RV 57.03	Name/ID of person collecting monies					
RV 57.04	Date deposited to bank					
RV 57.05	Name/ID of person depositing to bank					
RV 57.06	Sequential receipt number					
RV 57.07	Contact information for originating unit (I.e. Name, number, and fax)					
RV 57.08	Reference fields					
RV 57.09	At least 20 User-defined text fields that are minimally 60 characters (I.e. Case Id, Case Name, Purpose)					
RV 57.10	Check Number					
RV 57.11	Amount					
RV 57.12	Place of Deposit (Bank Number)					
RV 57.13	Location of collection					
RV 57.14	Payment Type/Method					
RV 57.15	Who Paid					
RV 58.00	System creates hard-copy receipts:					
RV 58.01	Allow users to specify how many receipt copies to print					
RV 58.02	Provide the ability to customized hard copy receipts into as many formats with specified data fields as needed (including any of the 20 custom fields from the receipt transaction)					
RV 59.00	System will minimally capture the following on each hard copy customer receipt:					
RV 59.01	Transaction Date					
RV 59.02	Cashier					
RV 59.03	Location					
RV 59.04	Payment Type/Method					
RV 59.05	Purpose/Description					
RV 59.06	Amount					
RV 60.00	System will process split or mixed tendering situations.					
RV 61.00	System will enter, track separately, and process simultaneously, (but not limited to) the following tendering situations:					
RV 61.01	Cash, including capture of Bank Code					
RV 61.02	Check, including capture of ABA #, Account #, and Check #.					
RV 61.03	Charge Card					

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RV 61.04	Money Orders, including capture of Bank Code					
RV 61.05	EFT/ACH					
RV 61.06	Debit Cards					
RV 62.00	System provides the capability to record and adjust receipts against the chart of accounts and to monitor revenue against budget to meet statewide and agency-specific reporting and control requirements.					
RV 63.00	System is able to enter detailed receipt transactions for cash collected (against all elements in the data classification structure) and apply receipts against appropriate accounts receivable balances or invoices.					
RV 64.00	System will support online entry of receipt information into daily cash deposits (corresponding to actual bank deposits).					
RV 65.00	System supports compiling receipts into deposits more or less frequently than daily and provide the ability to drill back and forth between deposit and receipt.					
RV 66.00	System provides a daily approval and clearance process for previously unidentified receipts held in clearing accounts.					
RV 67.00	System will allow for applying payments on receivables by referencing the invoice number which infers all invoice information to the receipt.					
RV 68.00	System will allow for processing receipts not associated with a specific receivable.					
RV 69.00	System will allow for coding of receipt as a refund to expenditure, trust account deposit, revenue, etc., (with proper authorization).					
RV 70.00	System provides an audit trail of all accounts receivable and all receipts activity.					
RV 71.00	System provides for receipts via electronic funds transfers (EFT), ACH, "lock box", credit card, and other electronic receipts for payment.					
RV 72.00	System is able to void receipts with proper controls and an audit trail.					
RV 73.00	System provides the user with the ability to code, batch, collect and deposit funds on the behalf of other agencies/external agencies within user-defined security rules.					
RV 74.00	System provides the following functionality for receipts:					
RV 74.01	Record dishonored revenue payments by name, account #, deposit #, date and amount (i.e. NSF) and reverse original receipt's accounting events.					

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RV 74.02	Provide the capability for a pending file of receipts to match to future payments (I.e. child support), or future coding.					
RV 75.00	Deposits not coded to a specific accounting entry should be posted to a clearing account by bank code.					
	Point of Sale					
RV 76.00	System will create user-defined screens for cashiers.					
RV 77.00	System requires a valid operator code in order to process a receipt.					
RV 78.00	System provides user-defined system security by register at various levels (clerk, manager, etc.) depending on the function being performed.					
RV 79.00	System will generate a customer receipt as well as an internal transaction tape for each transaction processed. The internal transaction tape will be used to balance the drawer at the end of the day.					
RV 80.00	System captures the following on each customer receipt.					
RV 80.01	Transaction Time					
RV 80.02	Transaction Date					
RV 80.03	Cashier					
RV 80.04	Location					
RV 80.05	Register Number					
RV 80.06	Payment Type/Method					
RV 80.07	Amount					
RV 80.08	Purpose/Description					
RV 81.00	System will enter, track separately, and process simultaneously, (but not limited to) the following tendering situations:					
RV 81.01	Cash					
RV 81.02	Check					
RV 81.03	Charge Card					
RV 81.04	Money Orders					
RV 81.05	EFT					
RV 81.06	Debit Cards					
RV 82.00	System will process split or mixed tendering situations.					
RV 83.00	System will inquire into all of a customer's outstanding invoices/fees when receiving payments for any type of invoice/fee.					
RV 84.00	System supports at least three cash drawers.					

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RV 85.00	System will maintain default chart of account distributions for specific types of payments or receipts.					
RV 86.00	System will maintain default service codes (items) for specific types of payments or receipts.					
RV 87.00	System provides a user override of the default Chart of Account(s) by an authorized user.					
RV 88.00	System will accept any type of receipt including accounts receivable, other miscellaneous permits, licenses, fees, taxes, etc.					
RV 89.00	System provides the option to have more than one operator working at a cash register based upon security.					
RV 90.00	System provides on-line validation for accounts receivable payments.					
RV 90.01	Invoice Number					
RV 90.02	Chart of Account Code					
RV 90.03	Customer					
RV 91.00	System creates the ability for cashier to collect payments for items that are not prebilled in any system (e.g., licenses, permits, etc.).					
RV 92.00	System provides the following functionality for daily cash drawer close out:					
RV 92.01	Produce a close-out report to be balanced with the cash, checks, money orders, etc. in the operator's drawer at the end of a cashier's scheduled work day.					
RV 92.02	Allow users to enter counted monies by tender and the system automatically calculates any overage or shortage amount by tender. The calculation includes any cash drawer bank amount.					
RV 92.03	Create a receipt within the statewide system, crediting the appropriate accounting codes for the revenue or expense abatement. The receipt reflects any overage or shortage calculated.					
RV 92.04	Print a deposit ticket for each day's sales which include total receipts for all cash drawers.					
RV 92.05	Provide ability to report by service code (item) or revenue code.					
RV 93.00	System will void a receipt through proper security.					
RV 94.00	System creates the ability for multi-line descriptions to be entered on each receipt.					

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RV 95.00	System provides for scanned barcode sales at the cash register and have the sales price of the good added to the sales total.					
RV 96.00	System will optionally allow the sales person to enter the barcode number and have the sales price of the good added to the sales total.					
RV 97.00	System will automatically adjust inventory based upon completion of the sales or return event.					
RV 98.00	System allows for processing return of goods transactions with proper controls.					
RV 99.00	System will process an increase or decrease of sales price across all items or within a category of items.					
RV 100.00	System will calculate the markup amount per item.					
RV 101.00	System allows users to build multiple composite sales tax rates (i.e., state = 6%, city = 1.5 %, and county = .5% for composite rate of 8%).					
RV 102.00	System will maintain a customer check clearing history for the most recent 15 checks received from each customer or provide the ability to link to a check verification system.					
RV 103.00	System will not accept (with approved manual overrides) a customer check for payment if that customer history has a user defined number of checks that did not clear when deposited.					
RV 104.00	System stores information for each item including but not limited to item number, description, cost, and sales price.					
RV 105.00	System has an automated interface to the general ledger to record the sales and cost of goods sold.					
RV 106.00	System will track the cost of goods sold for each item, class of goods, location, and region.					
RV 107.00	System will automatically initiate requisitions for items designated for retail sale for the location whose inventory has hit the reorder point with proper review and approval.					
RV 108.00	System allows users to record customer information at the time of the sale within proper security rules.					
RV 109.00	System will automatically print a receipt and allow for cashier to reprint the receipt manually if necessary. Note this receipt must be in a form that is not easily duplicated.					

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RV 110.00	System will read credit card magnetic strips and if the transaction exceeds a user defined minimum, secure and retain the electronic approval for the charge transaction from the credit card holding company.					
RV 111.00	System will print the appropriate credit card receipt to secure the cardholder's signature.					
RV 112.00	System provides a standard interface for processing transactions from POS and other cash receipting systems.					
	Reports and Inquiry					
RV 113.00	For all the following reports, system will provide user-defined sorts and filters.					
RV 114.00	System allows for query of customer information based on various user defined criteria.					
RV 115.00	System provides a tool within the system to customize the printed invoice/adjustments form to include any field entered in the invoice or adjustments transaction entry screen.					
RV 116.00	Users can preview, print and re-print customized invoices/adjustments (including color variations) individually, by customer, range of invoice/adjustment numbers, and range of customer numbers.					
RV 117.00	System supports the generation of various user-defined report including, but not limited to:					
RV 117.01	Billing status					
RV 117.02	Billed and unbilled charges					
RV 117.03	Delinquent accounts and referrals of delinquent accounts and bankrupt customers					
RV 117.04	Receivables tracking					
RV 117.05	Long term receivables					
RV 117.06	Memo billing status					
RV 118.00	System is able to query all invoice/adjustments for a single customer online and print the information queried.					
RV 119.00	System provides the ability to report and print customer activity by customer type.					
RV 120.00	System provides the ability to report revenue on any Chart of Account segment with a user-specified date range.					

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RV 121.00	System is able to generate reports of invoices billed, paid, or voided with a user-defined timeframe. Also, System provides a report of all outstanding invoices on a given date.					
RV 122.00	System reports dollars of delinquent accounts collected, collection cases, and results of collection efforts.					
RV 123.00	System provides aging analysis of outstanding accounts receivable based upon user-defined aging buckets (for example 30, 60, 90, 120, and greater than 120 days) using the original invoice date and current system date.					
RV 124.00	System reports are able to separately identify collect revenues and accrued revenues.					
RV 125.00	System provides the ability to report and inquire on customer performance including disputes, blocking, payment history.					